



# HALLS OF RESIDENCE AND RESIDENCE LIFE

GUIDELINES & CODES OF CONDUCT

THE AWARDS  
2021



Cardiff  
Metropolitan  
University

Prifysgol  
Metropolitan  
Caerdydd



# UNIVERSITY RESIDENCE & ACCOMMODATION SERVICES

The Residences & Accommodation Services department is responsible for managing the University's Halls of Residence and for assisting students to find privately rented accommodation near to their study campus. They also provide specialist housing advice and support services.

Cardiff Met has two residential campuses managed by Diane Bryant at Cyncoed and Lisa Ah-Mun at Plas Gwyn, supported by a great team. Please get in touch if you have any questions or queries.

For general enquires:  
[cyncoedhalls@cardiffmet.ac.uk](mailto:cyncoedhalls@cardiffmet.ac.uk) - **Cyncoed**  
[plasgwynhalls@cardiffmet.ac.uk](mailto:plasgwynhalls@cardiffmet.ac.uk) - **Plas Gwyn**

## CYNCOED CAMPUS

Diane Bryant

University Halls Office  
Warwick House  
Cyncoed Campus  
CF23 6XD

Tel: 029 2041 6339

## PLAS GWYN CAMPUS

Lisa Ah-Mun

University Halls Office  
Plas Gwyn Halls Campus  
Llantrisant Road  
CF5 2XJ

Tel: 029 2020 5751

## OUR TEAM

### CYNCOED CAMPUS



Diane Bryant  
Halls Manager Cyncoed

### PLAS GWYN CAMPUS



Lisa Ah-Mun  
Halls Manager Plas Gwyn

### CYNCOED HALLS

Rachel Elliott  
Assistant Halls Manager

Kerry James  
Health & Safety Advisor

Jim Ellacott  
Maintenance Team Leader

Daniel Ellis  
Maintenance Assistant

Joe Bryant  
Halls Assistant

3 Domestic Supervisors  
6 Domestic Assistants

### PLAS GWYN HALLS

Rachael Davies  
Assistant Halls Manager

Kerry James  
Health & Safety Advisor

Steve Morse  
Maintenance Assistant

Tala Forouzan  
Halls Assistant

2 Domestic Supervisors  
5 Domestic Assistants

### ACCOMMODATION SERVICES

Harpal McCarthy  
Accommodation Officer

Rosalind Sullivan  
Accommodation Assistant

Nick Drew  
Accommodation Assistant



# -A-

## ALCOHOL

"Cardiff Metropolitan University aims to provide and maintain a healthy and safe working, living and study environment for all its staff, students and visitors. The Substance Misuse Policy and supporting protocols have been developed using good practice guidance provided by the Welsh Government funded Alcohol Concern Cymru and is intended to both assist the University in complying with the Health and Safety at Work Act and the Misuse of Drugs Act and to provide a supportive and rehabilitative approach for staff and students with alcohol and substance related issues."

**BE SENSIBLE ABOUT HOW MUCH ALCOHOL YOU DRINK WHEN YOU GO OUT OR WHILST ON CAMPUS.**

Alcohol Concern  
[www.alcoholchange.org.uk](http://www.alcoholchange.org.uk)

## APPS

You will need to download the Cardiff Met App to access many of the Halls Support Services e.g. reporting maintenance issues, finance, Accommodation, catering and appointments with Halls staff.

If you are a catered student, download Met Rewards from the [App Store](#) or [Google Play](#) to redeem your meal entitlement.





# -B-



## BALL GAMES

All ball games are **PROHIBITED** on non-designated areas of the campus. Balls will be confiscated and returned to the owner once the year has ended.

Met Res Life have a sports programme with access to pitches. Please see your Halls Office for more information. Plas Gwyn also has the MUGA - Multi Use Games Area.

## BANNED ITEMS

If the following items are found in your flat or room they will be **confiscated without notice**: Nitrous oxide (laughing gas) canisters & dispensers, candles, dart boards, BB/pellet guns, clothes airer, air fryers, rice makers, large speakers, decks and LED lights as being self-adhesive, they cause damage to walls.

## BICYCLES

There are secure bicycle shelters on each campus. To use the bicycle shelter in Cyncoed please contact I Zone for access to go onto your student card. To use the bicycle shelter in Plas Gwyn please contact Plas Gwyn Halls Office. There are Next Bike stations on all campuses offering free cycle usage for up to 5,000 students.

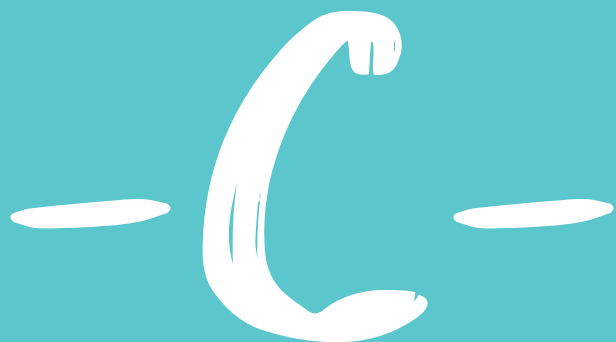
Motorbikes can park free of charge on all Campus in designated motorbike bays only. Cardiff Met will not be held responsible for any damage or theft to students' bicycles.

**Bicycles are not permitted inside the Halls of Residence. If found they will be confiscated until the end of term and disciplinary action may be taken as they may present a health and safety risk.**

## BOTTLES

Do not store empty bottles on window sills, please dispose of in the campus recycling bottle banks.





## CCTV

Closed Circuit Television (CCTV) has been recognised as a powerful tool in the fight against crime and anti social behavior, both in its prevention and detection.

It is installed on the outside of the buildings concentrating on the entrances to the residential blocks, with the objective of assisting in providing a safe and comfortable environment for the benefit of those who work at, live in and visit the University.

Access to the CCTV monitoring and recording systems will be strictly controlled and is limited to Halls staff or authorised management. The Halls team will not allow access or respond to requests to view CCTV recordings unless permission is given by the Halls Manager and that the provisions of the Data Protection Act (1998) apply. Any requests to view a recorded image will need to be put in writing to the Data Protection Officer.

Please be aware that body cameras are worn by our Security Staff.



## CHAPLAINCY

The Chaplaincy Service is a unique and vibrant place in Cardiff Metropolitan University.

It has a unity which honours those of all faiths and those of none and is a welcoming, confidential, and safe environment available to all staff and students. More information can be found at <https://www.cardiffmet.ac.uk/study/studentservices/Pages/chaplaincy.aspx>

## COMMUNITY

Please remember that there is a wider community surrounding the campuses. Consideration needs to be given to your neighbours, other students and local residents, especially when returning to your halls at night. If we receive complaints regarding any incidents, the Halls of Residence disciplinary procedure or Cardiff Met Student disciplinary procedure may be invoked.

## CLEANING

Communal areas are cleaned by domestic staff and must be kept in a reasonable condition to allow them to carry out their duties. The domestic staff will assist in the upkeep of the corridors and stairwells and communal bathrooms.

Please help us to look after the environment and use the clear recycling bags supplied in the kitchens.

Students are required to clean their own rooms, kitchens and bathrooms (with the exception of communal bathrooms). It is recommended that you do this at least once a week.

A system of room inspections is in operation to ensure that all rooms are maintained and kept in a good condition. Where possible one week's notice will be given prior to inspection. A weekly cleaning schedule can be found on your noticeboard.

### CYNCOED

Students are required to remove the rubbish (in black and clear recycling bags) from their ROOM and KITCHENS and place them in the boxes outside the main front door for collection Monday to Friday. On weekends and bank holidays please place full bags in relevant wheelie bins located on campus.

Failure to comply with the cleaning requirements will result in a charge being made for the removal of rubbish/cleaning costs and disciplinary action may be taken.

Recycle bins are located external to Stradling Halls and near the Ellis Halls.

### PLAS GWYN

Students are required to take the rubbish and food waste (in black, clear or green recycling bags) from their ROOM and KITCHENS to the Wheelie Bins provided outside your block. Help us look after the environment and each other's safety. Please use the bottle bank for all your bottles. This is located in the car park behind reception.

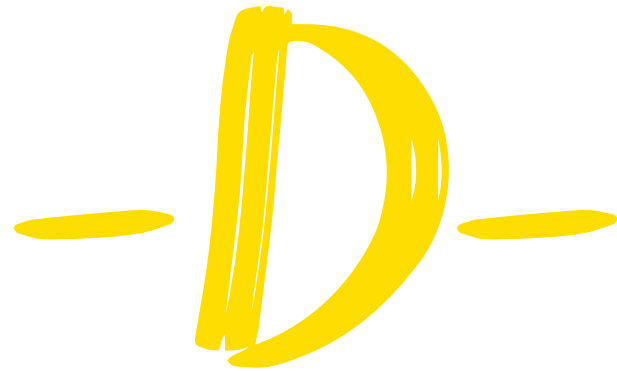
Failure to comply with the cleaning requirements will result in a charge being made for the removal of rubbish/cleaning costs and disciplinary action may be taken.

There is a recycling scheme for both campuses - see your kitchen poster for further information.

## COOKING SAFETY

If you are cooking in the kitchens do not leave any ovens/hobs/grills unattended. For your safety do not cook under the influence of alcohol or drugs. The kitchen doors are fire doors and must be kept closed at all times. Instructions for the safe use of ovens and hobs are available in the drawers.





## **DAMAGES**

Residents will be charged for the cost of any loss, theft or damage to any university property. This includes any property shared with other residents. You will be informed in writing prior to any charges being made. You can find a list of the damage costs at the back of this booklet including how to dispute a charge.

## **DISABILITIES**

Any student with a disability will need a Personal Emergency Evacuation Plan (PEEP) which can be arranged through the Halls Manager. If you have a temporary disability during the academic year please notify the Halls Office so that an assessment can be made.

## **DISCIPLINARY ACTION**

Students who fail to comply with the rules and regulations set out in the Occupation Contract are liable to disciplinary action which may result in a fine. It may also lead to community service programs, potential eviction proceedings from the Halls of Residence or the University Student disciplinary procedure being invoked.

## **DRUGS**

All drugs are potentially dangerous and should be avoided, unless recommended by a licensed medical practitioner. The University has a zero tolerance policy regarding the use of illegal drugs, which is enforced through the Student Disciplinary Procedure, working in conjunction with the police.

The University also recognises that such drugs pose a real risk to the health, safety and welfare of our students and can lead to addiction. The University therefore also has support services in place to assist and advise any student who is struggling with issues relating to drug abuse, without any disciplinary action being taken or adverse impact on their studies. Student Services can be contacted on 029 20 416 170 and further information can be found at [www.cardiffmet.ac.uk/studentservices](http://www.cardiffmet.ac.uk/studentservices)





## ELECTRICAL EQUIPMENT

Students with electrical appliances, such as gaming console, computers, hair dryers, straightening irons, must ensure that they are in SAFE WORKING ORDER and meet current standards.

All electrical appliances must have Portable Appliance Test Certificates (PAT), unless they are under 1 year old. Please see the Halls Office for advice. If any untested electrical equipment is found, it will be confiscated and the student may be subject to disciplinary proceedings.

PAT testing facilities will be available on arrival to halls for a small fee. In addition any electrical equipment found to be potentially dangerous will be confiscated. Electric heaters, halogen lamps, LED lights, deep fat fryers, air fryers and chip pans are **NOT PERMITTED** in the Halls of Residence. Be especially careful with hair straighteners as they can cause fires if left on. No cooking appliances are to be used in the bedrooms.

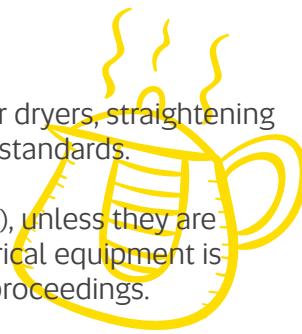
Please visually check electrical items on a regular basis and ensure they are used safely. The electrical sockets within the halls are for internal use only and must not be connected to appliances outside. All appliances must conform to British standards (220 volt, 3 pin only). Multi block adapter plugs are not to be used within the halls of residence.

Energy Performance Certificate. Each of our properties has an Energy Performance Certificate (EPC) which will be included in your arrival email.

## EMERGENCIES

There are Security Staff on each campus who can deal with emergency situations out of office hours. They can be contacted via the **Cyncoed** main reception on **0290 416155** or **Plas Gwyn** Reception on **02920 205751**. A poster is provided in each room outlining full details.

In the event of a fire/bomb threat/any other emergency please contact the above numbers.

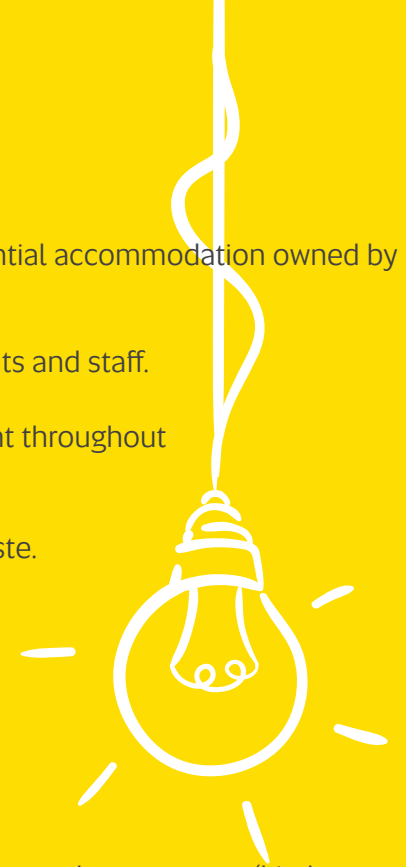


## ENVIRONMENT POLICY

The aim of the environmental policy is to ensure that the residential accommodation owned by Cardiff Met:

- Reduces our carbon footprint with the help of our students and staff.
- Promotes the importance of maintaining our environment throughout the Halls of Residence.
- Maximises sustainability by positive actions. Reduces waste.
- Lessens waste.
- Reduces energy use.
- Minimises the impacts of the materials used.

You can help by turning off any lights and electrical equipment as you leave a room/kitchen. If your room is too warm please turn your radiator off instead of opening the window to ensure the heating system is used efficiently.



## EQUALITY AND DIVERSITY

Cardiff Metropolitan University is committed to promoting and implementing best practice in Equality, Diversity and Inclusion and aims to provide a working and learning environment which is free from discrimination, harassment, and victimisation on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. We want to embed and champion equality, diversity and inclusion in everything that we do to enable all of our students and staff to reach their full potential.

Our **Strategic Equality Plan 2020-24** sets out the approach taken by Cardiff Met to advance and support equality, diversity and inclusion, working beyond our legislative requirements. As an employer and Higher Education provider, we can play a key role in Wales, implementing and influencing positive change through the promotion of equality of opportunity within the sector and our community. Our equality objectives embody Cardiff Met's commitment, not just for the next four years, but our long-term vision to support the advancement of equality, diversity and inclusion.

**Everyone in our Cardiff Met community has a role to play.**

If you want to find out more about equality, diversity and inclusion at Cardiff Met, please contact our equality team at [equality@cardiffmet.ac.uk](mailto:equality@cardiffmet.ac.uk)

## E-SCOOTERS

The popularity of e-scooters has grown over the past few years with many students choosing them to travel to campus.

As e-scooters can cause obstructions and pose a fire hazard, they are not permitted in any University building, including halls of residence. Our main priority is the health and safety of our students, staff and visitors and we ask everyone to respect this decision.



## FINANCE WHILST IN HALLS OF RESIDENCE

If you are experiencing any financial difficulties **please contact us immediately at the Halls Office, details above, as we can help.**

Alternatively, contact Student Services and speak to a Financial Advisor, confidentially.

Tel: 0292041 6170 / [financeadvice@cardiffmet.ac.uk](mailto:financeadvice@cardiffmet.ac.uk)



## FIRE SAFETY

On arrival at the Halls of Residence, familiarise yourself with the fire instructions that are posted in each room. Each academic year there are at least 3 fire drills, which all students are expected to assist with in an orderly fashion.

**ON HEARING THE FIRE ALARM YOU MUST ALWAYS EVACUATE THE BUILDING.**

Misuse of the fire safety equipment will NOT BE TOLERATED. The person, flat or block responsible could face immediate expulsion, potential eviction proceedings and a student disciplinary. It may also be a criminal offence.

Do not use fire extinguishers to prop doors open. If seals and pins become damaged or broken there will be a levied charge per appliance per person/flat/block.

**NO CANDLES**, LED lights, flammable materials, nitrous oxide, naked flames or halogen lights are permitted in the Halls of Residence. Please ensure all fire doors which include kitchen doors are kept closed at all times.

## FIRST AID

All wardens and designated campus staff are First Aid trained. Emergency First Aiders are available on all campuses. They can be contacted by calling either **Cyncoed** Main Reception on **029 2041 6155** or **Plas Gwyn** Halls Reception **029 2020 5751**.

## FOOD OUTLETS

The Catering Department has outlets on Cyncoed and Llandaff Campuses, with vending support to accommodate out of hours requirements. The following are the normal operating hours for each outlet:

### CYNCOED CAMPUS



**K1**

Monday to Friday  
8:00am - 7:00pm

For weekend opening times please refer to poster displayed in K1.



**The Bench**

Monday to Friday  
8:30am – 3:00pm



**The Track**

Monday to Friday  
9:30am - 8:00pm

Saturday  
9:00am - 2:30pm

### LLANDAFF CAMPUS



**The Atrium**

Monday to Thursday  
8:00am - 4:30pm

Friday  
8:00am - 4:00pm



**The Hub**

Monday to Friday  
7:30am - 6:00pm



**The Gallery**

Monday to Thursday  
8:00am - 3:30pm

Friday  
8:00am - 3:00pm



**The Box**

Monday to Thursday  
8:30am - 3:30pm

Friday  
8:30am - 3:00pm

Whether you chose from one of our Breakfast Selections; Lunch and Supper dishes or simply have a snack from the range of freshly produced sandwiches, baguettes, savouries and confectionery - the Catering Staff guarantee a great choice at great prices. If you have any specific dietary requirements or issues please ask to speak to a Catering Manager.



# -G-

## **GAS SAFETY**

A gas safety certificate will be sent to you in your arrivals email.

It is a legal requirement to display gas safety certificates, please do not remove them.

## **GUESTS**

If on occasion you wish to have a guest to stay, you must seek permission from the Halls Management team. This is to enable us to keep accurate records of who is on campus in accordance with Fire Regulations. As a courtesy, also inform your fellow flat mates or you can use the Cardiff Met App to notify the Halls Team.

The maximum we allow a guest to stay is **THREE NIGHTS.**

Please note that you are responsible and accountable for the behaviour of your guests, therefore you must ensure that they obey the general codes of conduct whilst at the Halls of Residence. Visitors must leave the premises if asked to do so by a member of Staff, Security Team or a Warden.



G/H

# -H-

## **HOLIDAY PERIODS**

Students are not required to vacate their rooms during the Christmas and Easter holiday periods. Limited services are provided during these times. Students who return home may leave property in the rooms but do so at their own risk.

We recommend that all valuables are taken home with you. Please inform the Halls Office if you decide to stay over the holiday periods.

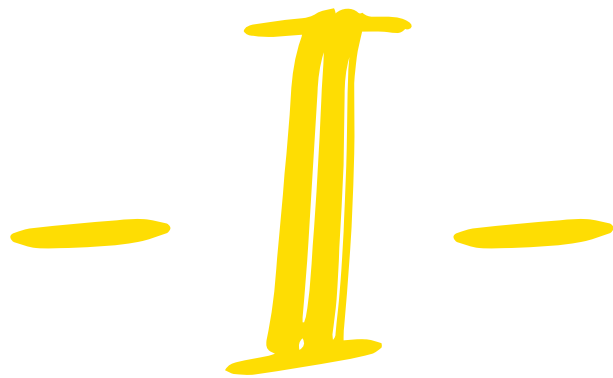
If the Halls Office is closed please contact main reception to report any health and safety issues during the holiday periods.

## **HEATING**

Heating is centrally controlled. If you have any problems regarding your heating please contact the relevant Halls office.







## INTERNET FACILITIES

A high speed wifi service is available in every room and wifi is available in every room of the Halls of Residence at the Cyncoed and Plas Gwyn Campuses.

You will be able to access the Internet, email, and messenger applications from your own room over a fast, network connection that is available 24 hours a day.

Please also refer to the Halls Net Acceptable Use Policy which is included in your accommodation offer email. Anyone found in breach of the terms and conditions of this policy will be subject to disciplinary proceedings and disconnection from the network. Further information is available on arrival.

If you have any problems, please contact the **IT Helpdesk Number – 02920 417 000**.



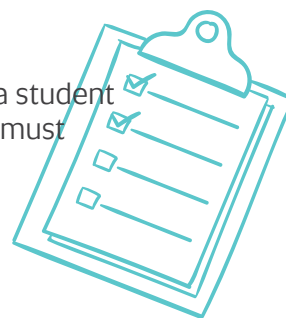
## ID CARDS

All staff and contractors that access halls will carry an ID card. Please contact the Halls Office if you are unsure of anyone that enters your flat.

If you lose your ID card please contact the Print Studio or e-mail [metcard@cardiffmet.ac.uk](mailto:metcard@cardiffmet.ac.uk).

## INSPECTIONS

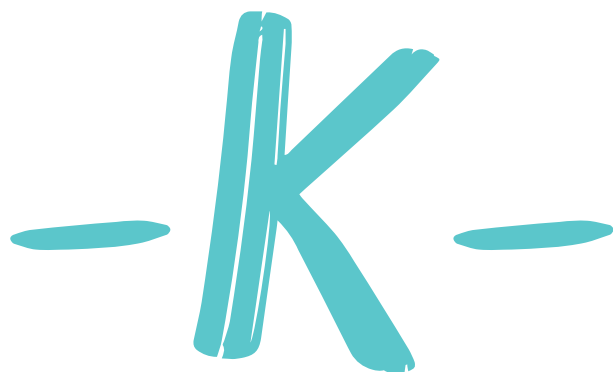
Health and Safety, Kitchen and bedroom inspections will take place once every term. If a student fails an inspection they may incur a charge for extra cleaning. An end of year inspection must take place and can result in a charge for extra cleaning if required.



## INSURANCE

Your bedroom contents are covered by Endsleigh Insurance. For more details of the policy and to see if you need to increase your cover please follow these instructions: Enter in the policy number **HH1248** at <http://ends.ly/CoverReview>





## KEYS

Your room keys and access cards are a part of your personal security, as such you are advised to look after them carefully. Please familiarise yourself with your accommodation as soon as possible. If your key or card is lost or stolen you need to inform the Halls Office as soon as possible and obtain a replacement key or card, in addition contact the police who will issue you with a crime reference number. The cost of a replacement key is £25 and a replacement accommodation access card will be £10.

### WHEN LOCKED OUT OF YOUR FLAT/ROOM

Out of office hours Security should only be called for an emergency. Being locked out is not considered an emergency. In the first instance, please contact a flatmate to let you in. If a flatmate is not available, and is unlikely to return shortly, a warden may be contacted by Security to give you access to your room. Please note wardens will not attend lock out after midnight except in exceptional circumstances.

During office hours, you should again contact a flatmate to assist you in gaining entry to the building. If your flatmates are unavailable, you may contact the Halls Office who will let you in when they are able to do so.

Charges for persistent lock outs may be applied.



Monitoring access to doors involves the processing of your personal data, therefore principles of data protection legislation under the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA18) must be complied with. Up until now you have been informed of how and why the University will process information about you (for the purpose of complying with data protection legislation) via the following means:

- Enrolment Terms and Conditions, in particular Personal Information and Data Protection
- The Student Fair Processing Notice
- Halls of Residence and Residence Life Guidelines and Codes of Conduct

For the purposes of transparency and fairness, the University therefore informs you that:

- Your personal data will be processed via the monitoring of access to doors in your Halls accommodation to determine rent payments.
- The personal data to be processed includes your name, ID number, and the date and time you accessed the door.
- The University is lawful in processing this data because it is necessary to fulfil your contract with Accommodation Services (Article 6.1(b) of the UK GDPR).
- The University has taken the appropriate technical and organisational measures to ensure your data remains secure.
- Your personal data will not be retained for any longer than is necessary for the purpose of this processing.

Processing your personal data affords you rights. These are:

- The Right to Access
- The Right to Rectification
- The Right to Erasure
- The Right to Portability

If you wish to know more about your rights, there is more information at <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/> or you can contact [dataprotection@cardiffmet.ac.uk](mailto:dataprotection@cardiffmet.ac.uk).





## LEAVING THE HALLS OF RESIDENCE

Before your arrival at the Halls of Residence you sign a Occupation Contract for a fixed term, this is a legally binding document. If you leave before the end of this period you are still the legal occupant and responsible for the room and any outstanding fees until the end of the contract period. You may only surrender the Occupation Contract in exceptional circumstances at the discretion of the Accommodation Services Manager or when withdrawing from the University. In the case of your withdrawal from the University you will be liable for the remaining fees of that term unless we are able to find a replacement for your room.

The Halls Office requires confirmation of your withdrawal from the University by your course tutor and the return of your room key. It is only when both are received that the appropriate arrangements will be made for ending your Occupation Contract period early.

Students who leave before the end of the Occupation Contract period will incur an administration fee of £25.

## LAUNDRY FACILITIES

The laundry facilities include washing and drying machines that can be paid for by card or mobile app. You will need to supply your own liquid tablets. Opening times are:

### CYNCOED

24 hours by student card

### PLAS GWYN

24 hours

You can report any faults with the machines by calling

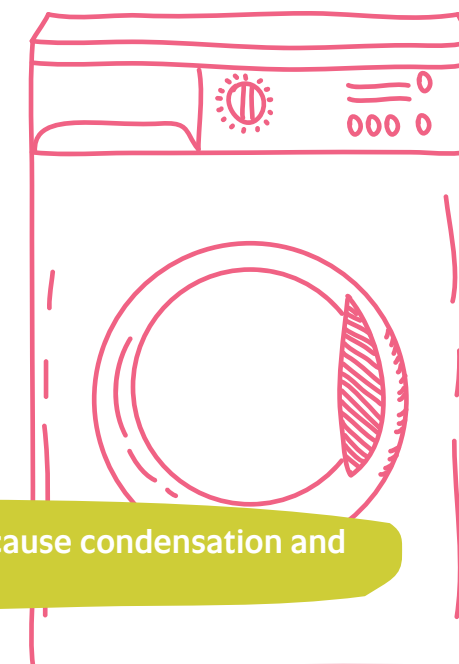
**0800 0924 068** or use the following link

<http://www.circuit.co.uk/machine-faults-and-breakdowns/>

Please quote site reference:

**4O118 – Cyncoed / 4O119 – Plas Gwyn**

Clothes should not be dried in the bedrooms as this can cause condensation and the buildup of mold.





## MAKING A COMPLAINT

If you wish to make a complaint please initially speak to the Halls Manager. You can also put any complaint in writing to the Halls Manager, through the online Cardiff Metropolitan University complaints process or the UUK Code of Practice.

## MAIL

Mail is delivered Monday-Friday.

**We receive one delivery per day. Mail can be collected after 1:00pm.**

Letters and small parcels can be collected from the mail boxes located in The Laundry in Cyncoed and outside The Halls Office in Plas Gwyn.

Parcels and registered mail are held for collection at the Cyncoed and Plas Gwyn Halls Office. You will receive an email from Halls Staff once your parcel is available for collection. Please ensure you have ID when collecting parcels/registered mail. Please remember to change your address when you leave as post is returned to sender after the academic year ends.

Anything delivered that the staff feel is capable of causing a health & safety hazard or nuisance to others or is a banned item will be held until the end of the academic year.

**Students can collect any confiscated mail the day that they leave in the third term to take home.**



## MOVING ROOMS

Moving rooms may be possible in exceptional circumstances at the discretion of the Halls Manager and is subject to a new Occupation Contract, this will incur a £25 administration charge.

**DO NOT ATTEMPT THIS WITHOUT AUTHORISATION.**

## MAINTENANCE

Please report all faults/damage in bedrooms/kitchens/corridors and outside areas via the Metapp. We will endeavour to rectify any reported faults/damage within 24hrs, with the exception of weekends.

The materials used to construct the infrastructure of the University and Halls of Residence may contain Asbestos contained materials (ACM) however this is being managed by our Estates Department and is considered to be safe. Any unsafe materials are removed immediately. We will give 7 days notice for any planned work or maintenance.

Outside of office hours only emergency faults/damage should be reported to the main reception. At all other times they should be reported via the Met App or Halls Office.

Where faults/damage cannot be rectified by halls staff the following university response times will apply:

- A.** Emergency – Response: 2 hours
- B.** Essential – Response: 5 working days
- C.** Non-essential – Response: 15 working days



## MEALS

**Students who have special dietary requirements e.g. allergies, should contact the site Catering Manager to arrange appropriate provision.**

Resident non-catered students can also purchase meal packages. Details are available from catering outlets or contact catering [helpline@cardiffmet.ac.uk](mailto:helpline@cardiffmet.ac.uk) or at <https://www.cardiffmet.ac.uk/study/catering/Pages/Met-Rewards-.aspx>

## MEDICAL SERVICES

**Students living away from home need to register with a local doctor.**

**Register online here - [campusdoctor.co.uk](https://campusdoctor.co.uk)** to your Student Handbook for advice on registering with a local doctor.

Please report any medical conditions/allergies/disabilities that may impact on your stay in the Halls of Residence to the Halls Office and Student Services. If you are concerned about a fellow student please inform a member of staff.

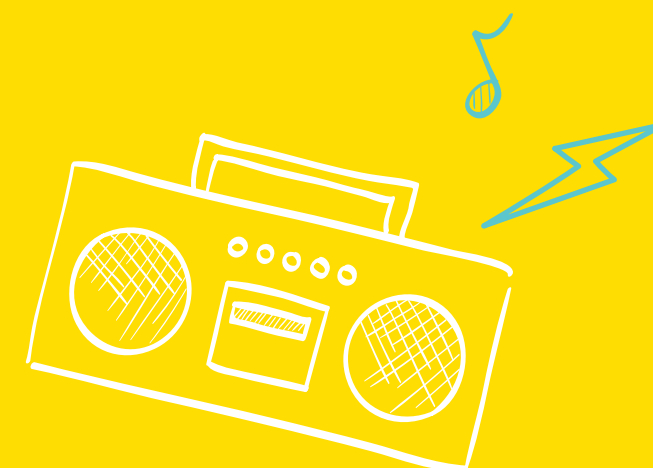
**Cardiff GP Registration Online ([campusdoctor.co.uk](https://campusdoctor.co.uk))**



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## **NOISE NUISANCE BEHAVIOUR BREACH OF HALLS REGULATIONS**

If a Warden or Security Officer approaches you, you are required to comply with their instructions. Persistent breaches of regulations or serious incidents will result in the instigation of the Cardiff Metropolitan Student disciplinary procedure.



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## **OUT OF OFFICE HOURS**

Wardens and Duty Managers are available out of office hours on a rota basis. Please contact Security in an emergency, who may contact them on your behalf.



-P-

## PARKING

There is limited parking for residential students at Plas Gwyn and none at Cyncoed. There are a small number of Parking Permits that can be issued to students who believe their circumstances are such that it is essential that they need to travel by car. To gain a parking permit you will need to send an application form online. You can access an application form on the University's website.

The managed car parking policy is intended to provide an equitable and uniform system for the administration of car parking amenities consistent with corporate priorities.

### PRIMARY OBJECTIVES:

- Ease congestion and ensure smooth and effective traffic flow and management.
- Improve the safety and security of drivers and pedestrians.
- Support Cardiff Met's commitment to sustainability and related planning authority requirement to develop a comprehensive Travel Plan as a condition of planning approval.
- Make adequate provision for people with disabilities

## PRINT STUDIO

There is a Print Studio on Cyncoed and Llandaff campus for all your printing and photocopying requirements. There are printing facilities at Plas Gwyn.

## PAT TESTING

Any items that are over a year old will need to be PAT tested. You will receive information in your welcome pack regarding a PAT testing service on campus. You will need to book an appointment. The cost is payable on the day.

## PEST CONTROL

Please report any issues to the Halls Office or Security. In an emergency, the Pest Control contractor will respond within 24 hours of being notified by the University.

-R-

## RIGHT OF ACCESS

In emergencies staff have right of access to all areas at all times, including access to bedrooms. Staff will exercise discretion and courtesy to residents and, whenever possible will provide as much notice if such access is necessary. We are required as a landlord to undertake statutory legal testing and you are legally required to allow us access. Remember this keeps us all safe.

**Cardiff Met reserves the right to confiscate, dispose of or retain (without any liability attaching to Cardiff Met) any article or anything which in the reasonable opinion of Cardiff Met should not be kept or be used within the Halls of Residence or which is causing a nuisance to neighbours or other students including dangerous electrical equipment**



## RES LIFE



Oscar Poules  
Residence Life Events  
Co-Ordinator  
Cyncoed & Plas Gwyn

Living in Halls is all about **MEETING NEW PEOPLE** and having **BEST EXPERIENCE** – ResLife can help ensure this!

The good news is by living on Plas Gwyn and Cyncoed Halls you are automatically included in the ResLife Program!

Each term we have a calendar of **EVENTS** that you can take part in This normally includes FREE TRIPS to sport matches, weekend day trips, Christmas markets, theatre nights and Goat/Puppy Yoga! Wow - that's only some of the trips we do! (We may charge a small fee for transport, when required)

We also organise weekly events that take place on both campuses, we are always looking for suggestions from you!

Some examples of weekly events are:

- DIY Nights
- Pop Up Tournaments
- Coffee and Cake Mornings
- Wellbeing / Safe Space Chats
- Five-a-side tournaments
- Book Club
- FREE Food Nights
- FREE haircuts



SPORTS



FOOD



MUSIC



MINGLE



EXPLORE

R

This will be without doubt the best year of your adult life. Get involved with Res Life. It's **FREE** and will guarantee you make **NEW FRIENDS**.

In most years we hold a large number of events with a large number of students participating. Don't just take our word for it listen to what students have said:

Jake, Plas Gwyn Halls

"I have experienced nearby attraction that I didn't know existed, like Castell Coch and Penarth Pier and all for free thanks to Res Life"

"I could not have asked for a better place to stay. The halls complex, wardens and security makes you feel safe and secure. There is always something happening and thanks to Res Life for always keeping it real."

Abs, Plas Gwyn Halls

Sam, Cyncoed Halls

"Res Life has given me opportunities to experience events that I could not afford. Such as Welsh Rugby Tickets, Cinema Premier's and use of a UEFA approved pitch, all for free. Thank you, Res Life."

"Drinking socials are not really my thing, but I have had a great time experiencing other types of social activities like cinema trips and the Easter Egg Hunt."

Kieran, Cyncoed Halls

"My stay at Cyncoed Halls was amazing. It was great value for money, a roll out of bed to lectures and there was always something to do thanks to Res Life."

SEND US AN EVENT IDEA AND YOUR FLAT COULD WIN IT!!

Paddy, Cyncoed Halls

[metreslife@cardiffmet.ac.uk](mailto:metreslife@cardiffmet.ac.uk)

"I have met a lot of new people and made friends for life!...the best year of my life...I would do it all over again in a heartbeat"

Hareem, Plas Gwyn Halls



METRESLIFE



METRESLIFE

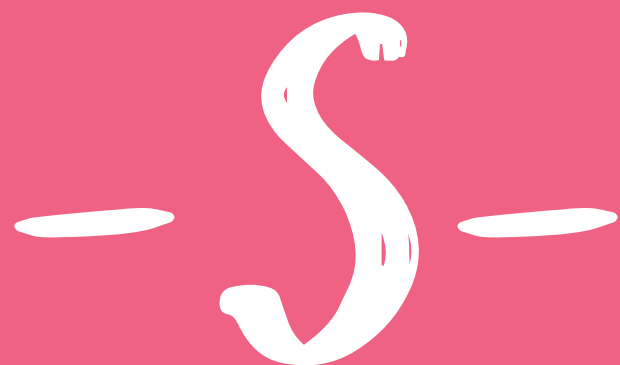


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## SAFETY

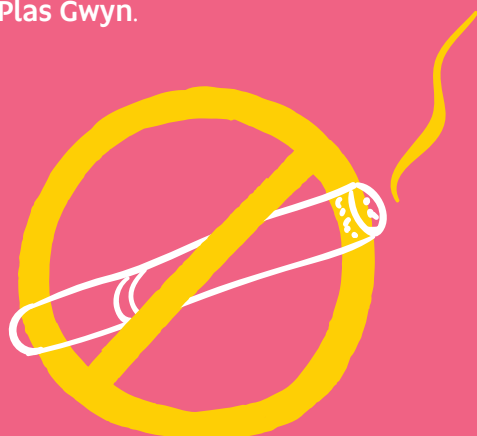
Please ensure all corridors and stairwells are free of any items. Anything causing an obstruction will be removed without notice. Please do not leave mirrors in direct sunlight as they can cause burn marks on furniture and fabrics could be a fire risk.

Please ensure that flat and room doors (fire doors) are kept closed at all times. If you give access to anyone that does not live in your flat, you will be responsible for their actions.

## SECURITY GUARDS

For your safety there are Security Guards on campus throughout the night and on weekends. If they request identification or assistance please co-operate with them. All Security Guards are uniformed, wear body cameras and carry identification.

To contact Security via phone please call Main Reception on **02920 416 155** for **Cyncoed** and **02920 205751** for **Plas Gwyn**.



## SMOKING AND VAPING

Cardiff Met campuses are smoke free and you are not allowed to smoke anywhere on campus. Smoking is a leading cause of preventable death and disability, and evidence indicates that exposure to second hand smoke can be hazardous to health.

To enable the University to fulfill its responsibility to provide a safe and healthy learning environment for staff, students, and visitors, it is necessary that policies be implemented to reduce involuntary exposure to harmful substances produced by smoking tobacco. You are not allowed to smoke outside your flat door or anywhere on campus.

You are not allowed to charge e-cigarettes on Campus. Anyone caught smoking will be dealt with through the University disciplinary procedure.

## SNOW PROCEDURE

In circumstances of extreme weather conditions members of staff will continue to be on hand to provide advice and support. Students will be advised of any changes on campus including catering arrangements.

Care needs to be taken when moving around the campus especially until the pathways have been gritted or cleared.

## SPORTS FACILITIES

Cardiff Met sports and leisure facilities are located at the Cyncoed and Llandaff campuses. The facilities include two fitness suites, indoor and outdoor tennis courts, swimming pool, squash courts, astro turf pitch, and sports fields. There is also a varied recreational programme, which includes aerobics, circuits, yoga, swimming and sports coaching courses. There is a MUGA (Multi Use Games Arena) at Plas Gwyn. Please contact the Halls Office to book a slot.

Please check notice boards as some facilities are site specific or <https://www.cardiffmet.ac.uk/about/sport/membership/Pages/default.aspx>

## STUDENT SERVICE WELLBEING

There are Student Services centres at Cyncoed and Llandaff. The main Student Services centre is at Llandaff campus. The services include welfare (including financial advice), counselling, disability advice and mental health support. The Careers Service is located on the Cyncoed campus.

### Opening times are:

Monday to Thursday - 9:00am - 4:30pm  
Friday - 9:00am - 4:00pm

Telephone: **029 2041 6170**

Email: [wellbeing@cardiffmet.ac.uk](mailto:wellbeing@cardiffmet.ac.uk)

Please see your Student Handbook for further details.

## STUDENTS UNION

The Union officers are your elected representatives and can be contacted through the Students' Union offices on each campus.

### Students' Union Central Office:

029 2041 6190

**E-mail:** [studentunion@cardiffmet.ac.uk](mailto:studentunion@cardiffmet.ac.uk)

**Website:** [www.cardiffmetsu.co.uk](http://www.cardiffmetsu.co.uk)

## STUDY AREAS

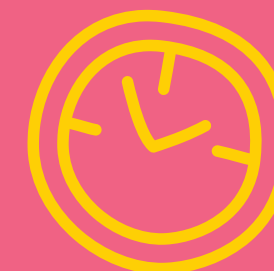
If you require a quiet study area, arrangements can be made via the campus Learning & Resource Centre. There is an I.T. room at Plas Gwyn.

## STUDENT FORUMS

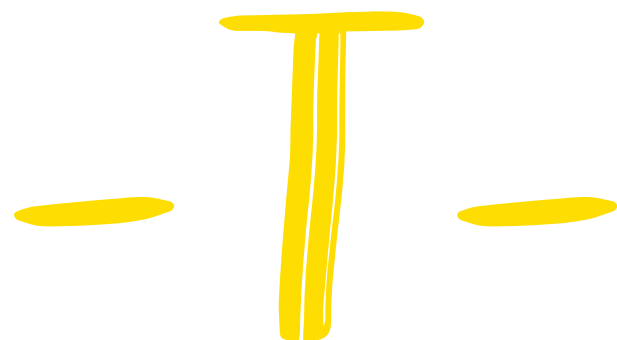
The Halls and Catering staff conduct feedback sessions during the first term where we would like your views and opinions on your university experience. These take place in the communal kitchens and you will receive information in advance of when your forum is due to take place.

## STUDY EXAM TIMES

During examination times you will be expected to keep noise levels to a minimum. Any problems should be referred to Security in the first instance and then to the Halls Manager if the problem persists.







## TRAVEL

The Met Rider pass is the cheapest way to travel around Cardiff using a bus. Your pass gets you access to all Cardiff Bus services for FREE as well as the Met Rider. Purchase your pass here:

<https://www.cardiffbus.com/app>

If you are aged 16-21 you should apply for the My Travel Pass which is free and funded by Welsh Government and it will offer you up to 30% discount on all buses and train travel throughout Wales. To apply, just visit [www.mytravelpass.gov.wales/en/](http://www.mytravelpass.gov.wales/en/)

**Cardiff Met has committed to offering an additional £100 off the price of a Rider pass as a cost-of-living assistance to the first 800 students who purchase a Met Rider pass.**

Buy your pass here



Passes for those aged 18-21 cost **just £100\*** (with £100 My Travel Pass discount funded by the Welsh Government and an additional £100 cost-of-living assistance from Cardiff Met).

Passes for those aged 22 and over will be **£200\*** (£100 cost-of-living assistance from Cardiff Met).

**\* This cost of living assistance is limited to the first 800 applicants only.**

### Public bus numbers to remember.

**52** – Services to and from the City Centre to Cyncoed Campus via Roath

**25** – Services to and from the City Centre to Llantrisant Road (Plas Gwyn Halls)

**Ovo (Next) Bikes** are available on all campuses. Cardiff Met are heavily subsidising membership for all residential students at a budget busting £15 for the academic year. The membership includes free 30 minute use, as many times a day as you want to. Most parts of Cardiff are accessible within 30 minutes which makes this a great way to travel.

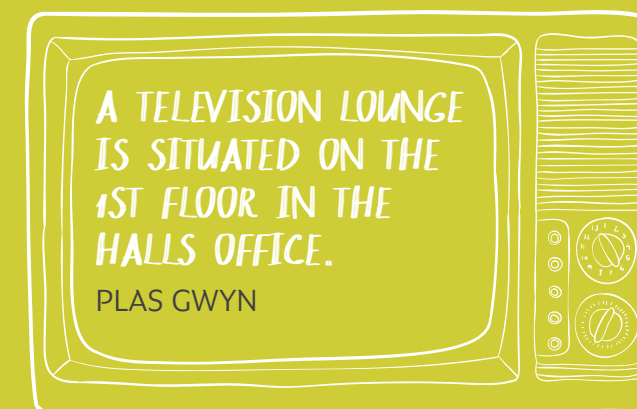
Last year over 6,000 cycle journeys were made by Met students each month.

Remember you have to register with your Cardiff Met email address to qualify. For more information please visit their website: <https://www.nextbike.co.uk/en/cardiff/universities>

## TELEVISIONS

Students who possess a television, or intend to view IPTV, or catch up TV in their room are required by law to have a Television Licence.

Both campuses have televisions in the communal kitchens which are covered by TV Licence for the communal areas only.



-U-V-

-W-

## UUK CODE OF PRACTICE



Cardiff Met are part of the UUK Code of Practice, the student accommodation code. Further details are available on request or by going to:

[www.thesac.org.uk](http://www.thesac.org.uk)

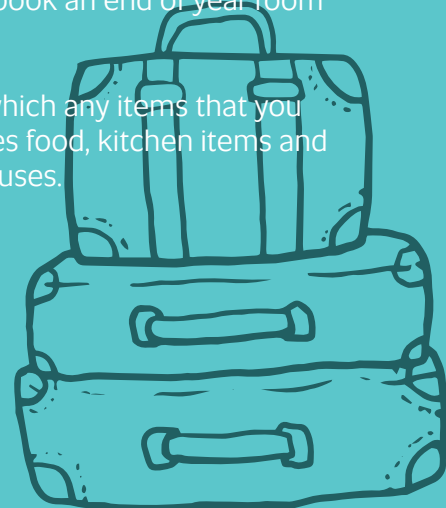


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## VACATING HALLS

Students are required to leave the Halls of Residence by midday on the last day of their Occupation Contract. Please ensure that your room is cleaned and is cleared of personal property, as we are unable to provide storage for students' belongings. Any possessions left in halls will be disposed of after a reasonable period of time. You must book an end of year room inspection and return your room key.

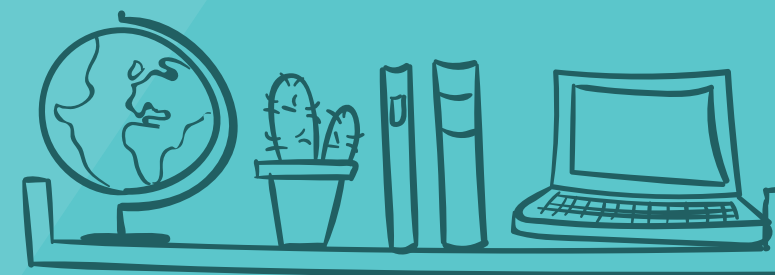
Cardiff Met in conjunction with Cardiff Council, provides a scheme in which any items that you wish to dispose of can be placed in relevant wheelie bins. This includes food, kitchen items and clothing. There is also a permanent YMCA recycling bin on both campuses.



## WARDENS

Wardens are members of the Halls Team. They help with the pastoral care and welfare of students living in the Halls. Wardens reside on campus. They are on duty on a rota basis out of normal office hours. Their duties include being a fire warden (dealing with fire alarm activations) emergency first aid assistance, complaints of noise behaviour or disturbance. Please respect Wardens whilst they are on duty.

Out of office hours they can be contacted via main reception **02920 416155** for **Cyncoed** or **02920 205751** for **Plas Gwyn**.



# HALLS OF RESIDENCE DAMAGE CHARGES

Appendix A provides a non exhaustive list of approximate costs for replacing or repairing damaged items caused by residents or their guests. Further miscellaneous charges may also apply.

Please note that these costs only serve as a guideline to damage charges and do not include administration & labour costs (minimum of £50). Some items will be subject to additional VAT.

UNAUTHORISED USE OF FIRE FIGHTING EQUIPMENT	£165.00
Misuse of fire fighting equipment is a criminal offence including extinguisher, blankets and fire sensors	
FIRE SMASH GLASS BROKEN	£165.00
Misuse of fire fighting equipment is a criminal offence	
SMASHED FIRE CHECK GLASS	£200.00
Front door glass	
BROKEN WINDOW	FROM £210.00
SMASHED FIRE RETARDANT GLASS	£150.00
Fire retardant safety glass in door separating corridor, entrance and stairwell.	
SMASHED FIRE RETARDANT GLASS FOYER	FROM £1,000
FIRE RETARDANT SAFETY GLASS PARTITION DIVIDING ENTRANCE, STAIRWELL, AND CORRIDOR	£2,000.00
WINDOW SIDE RUNNERS	£77.00
NEW CARPET	FROM £400.00
Cost of replacing carpet in Study Bedroom	
HOOVER	£150.00
Cost of replacement	
CARPET CLEANING	£100.00
Labour costs	
ADDITIONAL CLEANING COST	FROM £50.00
Labour cost room left in an unacceptable condition	
WARDROBE DOOR	£80.00
Cost of replacement door	
NEW DOOR	FROM £500.00
Cost of replacement door plus labour	
DOOR NUMBERS	FROM £15.00
Cost of replacement	
HOSTEL SIGNS	FROM £60.00
Cost of replacement	
REPAINT PER SQUARE METER	FROM £60.00
Cost of paint plus labour	
DAMAGED CEILING TILES	FROM £50.00
Cost of replacement tile plus labour	
DAMAGED NOTICE BOARD	£40.00
Cost to repair notice board plus labour	
MIRROR	FROM £60.00
Cost of replacement mirror plus labour	

KITCHEN LIGHT	Cost of replacement light plus labour	£50.00
KITCHEN TV	Cost of replacement TV	FROM £600.00
TV REMOTE	Cost of replacement	FROM £50.00
MICROWAVE OVEN	Cost of replacement microwave	£120.00
BUILT IN MICROWAVE OVEN	Cost of replacement	£350.00
KETTLE	Cost of replacing	£20.00
OVEN	Cost of replacement	FROM £350.00
OVEN DOOR	Cost of replacement	£150.00
DOOR FRAME/ARCHITRAVE	Repair or replace door frame	£150.00
KITCHEN CHAIR	Cost of replacement	FROM £90.00
BEDROOM CHAIR	Cost of replacement	FROM £120.00
REPLACEMENT SINGLE MATTRESS	Cost of replacement	£130.00
REPLACEMENT DOUBLE MATTRESS	Cost of replacement	£250.00
REPLACEMENT OF CORRIDOR/EMERGENCY LIGHT	Cost of replacement	£50.00
REPLACEMENT OF KITCHEN BLINDS	Cost of replacement	£100.00
REPLACEMENT OF ROOM BLINDS	Cost of replacement	FROM £110.00
REPLACEMENT LOCK BACK	Cost of replacement lock back plus labour	£85.00
REPLACEMENT LOCK CYLINDER	Cost of replacement lock cylinder plus labour	FROM £70.00
REPLACEMENT KEY	Cost of replacement	£25.00
OUT OF HOURS CALL OUT CHARGE		FROM £50.00
DOOR ENTRY CARDS		£10.00
KITCHEN MULTI BINS	Cost of replacement	FROM £75.00
EXTERNAL RUBBISH BINS	Cost of replacement	FROM £500.00
EXTERNAL RUBBISH BINS - CYNCOED ONLY	Cost of replacement	£200.00
FRIDGE	Cost of replacement	FROM £160.00
FREEZER	Cost of replacement	FROM £180.00



MINI FRIDGE	Cost of replacement	FROM £90.00
SOFT SEATING RE-UPHOLSTERY	Per kitchen	FROM £500.00
WINDOWSILLS	Cost of replacement	FROM £75.00
SINK	Cost of replacement	FROM £160.00
TAP	Cost of replacement	FROM £50.00
TOILET SEAT	Cost of replacement	FROM £25.00
TOILET	Cost of replacement	FROM £170.00
END OF YEAR NON RETURN OF KEY RESULTS IN A LOCK CHANGE		£110.00
END OF YEAR FAILED KITCHEN INSPECTION		£150.00 - £200.00
END OF YEAR FAILED ROOM INSPECTION		£25.00 - £100.00
ENSUITE DOOR		FROM £200.00

CYNCOED CAMPUS

Diane Bryant

University Halls Office  
Warwick House  
Cyncoed Campus  
CF23 6XD

Tel: 029 2041 6339  
Email: CyncoedHalls@cardiffmet.ac.uk

PLAS GWYN CAMPUS

Lisa Ah-Mun

University Halls Office  
Plas Gwyn Halls Campus  
Llantrisant Road  
CF5 2XJ

Tel: 029 2020 5751  
Email: Plasgwynhalls@cardiffmet.ac.uk

